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| FORM PTO-1449 | Atty. Docket No.: GOU525-00/03263 | Serial No.: |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | Applicant: | |
| | GOURD, CYNTHIA R. | |
| | Filing Date | Group Art: |
| | 09/15/03 | |

U.S. PATENT DOCUMENTS

| Examiner Initial | Document No. | Date | Name | Class | Sub Class | Filing Date If Appropriate |
|------------------|--------------|---------|----------|-----------------|-----------|----------------------------|
| <i>TL</i> | AA | 6327725 | 12/11/01 | Veilleux et al. | 5 | 644 |
| | AB | 5718010 | 02/17/98 | Beier | 5 | 636 |
| | AC | 6216298 | 04/17/01 | Oliveira | 5 | 636 |
| | AD | 6345401 | 02/12/02 | Frydman | 5 | 636 |
| | AE | 6182314 | 02/06/01 | Frydman | 5 | 648 |
| <i>✓</i> | AF | 6154905 | 12/05/00 | Frydman | 5 | 648 |
| <i>TL</i> | AG | D420845 | 02/22/00 | Rumage | D6 | 601 |
| | AH | | | | | |

FOREIGN PATENT DOCUMENTS

| | Document No. | Date | Country | Class | Sub Class | Translation Yes No |
|----|--------------|------|---------|-------|-----------|--------------------|
| AI | | | | | | |

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

| | | |
|-----------|----|---|
| <i>TL</i> | AJ | Study Says Computer Workers At Risk For Stress Injuries; Occupational Hazards |
| <i>TL</i> | AK | Stress In The Call Center; Utility Workers Union of America, August 29, 2002 |

EXAMINER:

TL

DATE CONSIDERED:

8/5/04

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.